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CHAPTER 10. TRAVEL CHARGE CARD PROGRAM

10-0101. GENERAL. This chapter prescribes policies and procedures covering the use of the General Services Administration (GSA) authorized charge cards for the procurement of passenger transportation services and payments to commercial facilities for subsistence and miscellaneous travel expenses during official travel. The use of the charge cards for major travel expenses is expected to substantially reduce the Government's cash requirements through a lessening of the need for cash travel advances.

10-0102. APPLICABILITY. All Departmental elements are to participate in the travel Charge Card Program. Cards will be made available to all eligible employees.

10-0103. BACKGROUND.

- a. In the past, Federal agencies have been required to use the SF 1169, U.S. Government Transportation Request (GTR), to purchase transportation services directly from common carriers or through travel management centers (TMC's). Also, travelers have been eligible for cash advances for other allowable travel expenses. Upon completion of travel, employees submit travel vouchers for settlement of the various authorized expenses.
- b. The GSA has contracted with Citicorp Diners Club, Inc., for the issuance and maintenance of charge cards for Federal travelers to be used in lieu of cash payments and GTR's to cover transportation, subsistence, and other allowable expenses.

10-0104. DEFINITIONS. For the purposes of this chapter, certain terms used herein are defined as follows:

- a. Charge Card means a GSA contractor issued charge card to be used for official travel and transportation items such as passenger transportation tickets, rental vehicles, lodging, and meals. The term does not include personal credit cards privately issued to employees based upon their own financial merit.
- b. Contractor means Citicorp Diners Club.

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FA SUPPLEMENTAL PAGE

\* 10-0106b-S1. PROGRAM COORDINATORS. Regional and Center Directors and the Director of Metropolitan Washington Airports shall appoint a program coordinator (PC) for their respective organizations. The Manager of the Accounting Operations Division, AAA-200, will appoint a PC for FAA headquarters. This PC will be responsible for all the operational aspects of the program and for direct contact with Citicorp Diners Club representatives on all operational matters.

a. The PC will act as the authorized agency representative for FAA with Citicorp Diners Club in all matters concerning employees' accounts.

b. The PC will provide guidance to employees concerning preparation of charge card applications and arrange for necessary forms to be available to employees.

c. The PC will retain the employee charge receipt acknowledgement.

d. The PC will act as the focal point for management reports provided by Citicorp Diners Club.

\*

- c. Coordinator means an employee who has been designated by the Head of the participating Operating Administration to administer the Charge Card Program for their respective organization. Within the Office of the Secretary, the coordinator will be designated by the Director of Financial Management in the Office of the Assistant Secretary for Administration.

10-0105. EMPLOYEE PARTICIPATION CRITERIA. Employees who expect to travel (including travel in connection with transfers to or within the Department) are eligible for charge cards.

10-0106. CARD ISSUANCE PROCEDURE.

a. Responsibilities of Eligible Employees.

- (1) Complete a Diners Club Government Card Program Employee Card Account Application. A sample form and preparation instructions are shown in Figures 10-1 and 10-1a.
- (2) Sign an Employee Acknowledgment form as evidence that he/she has received, read, and understood the Description of Employee Rights and Obligations Related to Use of Contractor Issued Charge Cards. See Figures 10-2 and 10-3.
- (3) Forward the application and acknowledgment forms to the coordinator.
- (4) Notify the coordinator of any cancellation action.

b. Responsibilities of Coordinators.

- (1) Provide charge card applications to all eligible employees. This includes providing applications to employees who are transferring to or within the Department well in advance of the transfers to assure that cards are available at the time of transfer.
- (2) Ensure completeness of employee information on the Employee Card Account Application and Employee Acknowledgment forms.
- (3) Complete sections 2B, 4 and 5 of the Employee Card Account Application. Refer to Figure 10-1a.

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- (4) Forward the original of the application to the contractor and distribute the copies as indicated in Figure 10-1a.
- (5) Retain the employee acknowledgment statements.
- (6) Notify the appropriate travel management centers of any card cancellations or suspensions.

c. Responsibilities of the Contractor.

- (1) Issue a charge card in the name of the employee and the Department upon the request of the coordinator.
- (2) Mail the charge card directly to the participating employee's home address within three working days of receipt of the application from the coordinator.

10-0107. GENERAL CARD INFORMATION.

- a. Credit Check. No credit check will be performed on an individual employee.
- b. Preset Expenditure Limit. No preset expenditure limit has been placed on cards.
- c. Travel Accident Insurance. The traveler receives \$150,000 accident insurance at no cost, except where prohibited by State or local law, when common carrier tickets are obtained with the charge card.
- d. Personal Check Cashing Privileges. Employees may cash personal checks at participating Citibank branches worldwide and at participating hotels/motels.
- e. Foreign Currency Conversion. Employees may convert foreign currency, without a fee, at selected overseas Citicorp locations.
- f. Interest or Late Payment Charges. No interest or late payment charges will be assessed on an employee's charge card account.



- g. Membership Fees. No annual membership fee is charged for the issuance of the charge card.
- h. Charge Card Renewals. Charge cards are renewed annually and are valid for a one-year period from date of issue.
- i. Baggage Insurance. Insurance up to \$1,250 for lost or damaged baggage is provided at no charge.

10-0108. USE OF CHARGE CARDS.

- a. Expenses Incurred for Official Travel. Charge cards issued under the program will be used solely for expenses incurred for official travel. The employee will use the charge card to pay for official travel expenses to the maximum extent possible thereby reducing the amount of travel advance needed. (Personal expense items purchased during travel status are to be obtained with cash or through personal credit.)
- b. Government Travel System Account.
  - (1) The Government Travel System (GTS) account is set up at a TMC (contract travel agent or SATO office) for the purchase of common carrier passenger tickets by a Departmental activity.
  - (2) The GTS account distinguishes each employee and organization by an identification code as part of the GTS account number. Therefore, employees using the GTS must be assigned individual identification codes by the servicing accounting offices. Specific procedures for operation of the GTS will be provided at individual GTS sites by the accounting offices. Overall guidance to the accounting offices will be provided by the Office of Financial Management.
- c. Obtaining Passenger Transportation Services. A traveler will be required to present a valid travel authorization and agency identification to be ticketed. In addition:
  - (1) The traveler not serviced by a TMC will present the charge card to the carrier or authorized agent to obtain transportation services.
  - (2) A traveler using a TMC which does not usually service the employee and does not have access to the employee's GTS account number (e.g., a TMC at a temporary duty site) will present the individual charge card for transportation services.

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- (3) A traveler serviced by a TMC which has the employee's GTS account number has the option to use the GTS or his/her individual card.
  - (4) If the employee does not personally pick up the ticket, the TMC will require the traveler to complete a signature-on-file form which designates others to pick up tickets.
  - (5) Current passenger ticket procurement procedures will continue to be followed by employees without charge cards who are located at places where there are no TMC's.
- d. Effect on Current Procedures. All travel requirements shall continue to be observed fully, and all official travel must still be authorized on a Department travel authorization. Use of the charge card or GTS account does not relieve the employee of prudent travel practices and observance of rules and regulations governing official travel as set forth in this Manual.

10-0109. UNUSED AND LOST AIRLINE TICKETS.

a. Unused Tickets - Purchased by Individual Charge Card.

- (1) If a complete or partial airplane ticket which has been charged to an individual charge card is not used, the employee should return the unused coupons to the travel agent, SATO or the issuing carrier and prepare a charge card refund application. A copy of the completed form must be retained until the appropriate credit is issued on a subsequent Diners Club statement. The employee will not submit the unused tickets with the travel voucher.
- (2) If the trip is canceled, the employee must notify the accounting office to assure that funds set aside for the travel are deobligated.
- (3) If a charge appears on the Diners Club statement, but the credit does not, immediate credit should be recorded by deducting the amount of credit from your payment and sending a copy of the credit receipt to: Citicorp Diners Club, Government Services, P. O. Box 5064, Denver, CO 80217. Diners Club will take necessary steps to obtain the credit and advise the employee.

Vertical line denotes change.



b. Unused Tickets - Purchased by GTS.

- (1) Unused or partially used tickets must be returned to the servicing accounting office. If the tickets are submitted with the travel claim, they are to be attached to the front of the voucher which will be annotated that unused tickets are attached.
- (2) The accounting office will return the ticket to the issuing carrier or TMC for preparation of a charge card refund application. A copy of the application will be held in suspense in the accounting office until the refund is received.

- c. Lost Airline Tickets. If an airline ticket which was purchased by charge card is lost, the same procedures described herein for unused tickets are to be followed, with the exception that a Lost Ticket Application (available from your TMC, SATO or air carrier) is to be filed with the carrier. A copy must be sent to Diners Club. When a GTS account has been used to purchase the ticket, the Lost Ticket Application must be submitted to the accounting office with the travel voucher.

10-0110. SECURITY OF THE CARD.

- a. The employee will receive the card at his/her home and will be responsible for exercising the same care and responsibility for the security of the card and number as he/she would with any other personal charge card.
- b. The card shall NOT be stored or kept by an administrative officer, supervisor or secretary.
- c. Employees should exercise the same caution and care they would with other personal charge cards when giving the card number to another employee to make travel arrangements on their behalf.
- d. Employees are encouraged to black out the charge card number from any receipts submitted with their travel vouchers.

10-0111. TRAVEL VOUCHER CLAIMS.

- a. General. The SF 1012, Travel Voucher, will be prepared and submitted by employees in the usual manner. Employees will be reimbursed for expenses in accordance with applicable travel policies and procedures contained in this Manual.

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b. Transportation Charges. When claiming reimbursement on a travel voucher for transportation expenses purchased with a charge card, the employee shall:

- (1) Claim only the cost of transportation tickets actually used. (Refer to instructions in this chapter for procedures when a complete or partial airline ticket is not used.)
- (2) Initial the preprinted statement on the SF 1012 concerning assignment of all rights to the United States which the traveler has in connection with recovery of overcharges from the carrier(s).

c. Voucher Submission and Processing Schedule. The following schedule must be followed to ensure that employees receive reimbursement for allowable expenses before payment is due the contractor:

- (1) Employees are to submit vouchers to approving officials within three workdays of completion of trips or periodically as needed during extended travel assignments. Vouchers may be handwritten legibly in ink.
- (2) The approving official will submit the voucher to the servicing accounting office within two workdays of receipt or return it to the traveler for revision if needed.
- (3) The accounting office will process all temporary duty vouchers within 10 workdays of receipt.

| 10-0112. MONTHLY CONTRACTOR BILLINGS AND PAYMENT.

a. Monthly Billings. The employee will receive a monthly billing statement from Diners Club at the home address around the end of each month. A statement will be issued when expenditures are incurred or when a credit is posted to the account. If a monthly statement is not received, the employee should contact Citicorp Diners Club Government Services at 800-525-5289. A receipt copy of charges will be included with the Diners Club billing statement when the service establishment submits a copy of the charge to Diners Club. If the service establishment submits charges to Diners Club on magnetic tape, the charges will be descriptively listed on the statement in lieu of a record of charge.

b. Interest or Late Charges. No interest or late charges will be assessed by the contractor.

- c. Payments. Payment in full for the amount billed is due and payable directly by the employee to the Citicorp Diners Club within 25 days of the billing date on the statement. Extended or partial payments are not permitted. If a charge is disputed, it can be deducted from the amount due, but the balance must be paid in full.
- d. Disputed Charges. If a Diners Club bill contains a disputed charge, it is the employee's responsibility to contact Citicorp Diners Club in the following manner to resolve the dispute:
  - (1) Call Government Services on 800-525-5289 or 303-799-6670 between 6:00 a.m. and 6:00 p.m. Mountain Standard Time. Diners Club will need to know the following:
    - (a) Employee's name and account number.
    - (b) Reference number of the disputed charge (listed on the statement).
    - (c) Establishment where the charge was incurred.
    - (d) Amount of charge.
  - (2) Confirm the billing dispute in writing and mail to:

Citicorp Diners Club  
Government Services  
P. O. Box 5064  
Denver, CO 80217
  - (3) With this information, research can be conducted to solve the problem, generally within 10 working days.

#### 10-0113. LOST OR STOLEN CARDS.

- a. Lost or Stolen Charge Cards. If a Diners Club card is lost or stolen, the employee should immediately call the following number(s) which are operational 24 hours:
  - (1) In the metropolitan Denver area, call 799-6670;
  - (2) In Colorado, other than metropolitan Denver, call toll-free 800-332-9340;
  - (3) In the continental United States, except Colorado, call toll-free 800-525-9150 or 800-525-5289;

- (4) In Alaska, Canada, Hawaii, Puerto Rico and the Caribbean, call collect to 303-799-6670; and
- (5) If a card is lost or stolen outside of these areas, notify the nearest Citicorp Diners Club office.
- b. Fraudulent Charges. The employee is not liable for any fraudulent charges if the card is lost or stolen provided Diners Club is notified promptly. The employee should review any charges considered fraudulent and complete an Affidavit of Forgery (Figure 10-4) stating he/she did not make the charges. All charges will be the employee's responsibility should he/she refuse to sign the affidavit.
- c. Replacement Charge Cards. A replacement Diners Club card will be mailed to the employee within 24 hours, if the card has been lost or stolen in the United States or Canada. While-you-wait replacement of lost or stolen cards is available at the following domestic Diners Club offices:
  - (1) Denver: 10 Denver Tech Center  
Englewood, CO 80111  
Phone: (303) 799-9000  
TELEX: 45808  
Cable: DINCLUB ENGL
  - (2) Santa Monica: 3101 Ocean Park Blvd.  
Suite 309  
Santa Monica, CA 90405  
Phone: (213) 452-2568
  - (3) Miami: 2138 Biscayne Blvd.  
Miami, FL 33137  
Phone: (305) 576-5337
  - (4) New York: 575 Lexington Ave.  
19th Floor  
New York, NY 10043  
Phone: (212) 906-2202  
TELEX: 420446 CBINY  
Cable: DINCLUB NEW YORK

10-0114. CHARGE CARD RENEWALS. Charge cards are valid for a period of one year. The contractor will forward a projected renewal report to the coordinator listing all employee accounts which will expire within the current three-month period. Cumulative nine month monetary activity is also included to assist in determining if the card should be renewed. The coordinator will take the following steps to ensure uninterrupted charge card service to employees:

- a. Review the projected renewal report to identify employees who have separated from the organization or whose accounts were canceled for other reasons but remain on the list;
- b. Delete names of employees who should not receive new cards;
- c. Indicate any employee change of address; and
- d. Return the completed list within 45 days advising the contractor that the renewal cards should be sent directly to the employees.

10-0115. CHARGE CARD CANCELLATION, SUSPENSION AND CHANGES. A charge card may be canceled by the employee and the coordinator or canceled or suspended by the contractor. The contractor may not cancel any charge card without prior communication with the coordinator. Requests for cancellation may be accomplished by telephone notification with subsequent written confirmation to the contractor. Cancellation requests by employees must be confirmed by the applicable coordinator.

- a. Employee Separations. When an employee resigns; retires; or transfers to another Government agency, to another Operating Administration, or to the Office of the Secretary, the coordinator shall:
  - (1) Obtain the charge card from the employee;
  - (2) Immediately telephone the contractor to cancel the card; and
  - (3) Cut the card in half and return it to the contractor together with an account cancellation form. (Refer to Figure 10-5 for a sample transmittal form.)
- b. Internal Employee Transfers. To ensure uninterrupted service when an employee transfers within the same organization, the coordinator shall:
  - (1) Be provided a new billing address (when necessary) by the employee prior to the actual transfer;
  - (2) Notify the contractor by telephone of any changes; and
  - (3) Forward a notification of the employee transfer to the contractor, when applicable.

Vertical line denotes change.

10-0116. FINANCIAL OBLIGATION/LIABILITY.

- a. Employee. Except when they promptly report lost or stolen charge cards, employees are liable for all valid billed charges. Government employees are required to pay their just financial obligations in a proper and a timely manner pursuant to section 206 of Executive Order 11222 (May 8, 1965) and Office of Personnel Management regulations, see 5 C.F.R. 735.207. Appropriate disciplinary action may be taken by the employee's personnel office. Also, Diners Club may suspend or cancel an employee card for nonpayment and may initiate court action.
- b. Government. The Government will assume no liability for charges incurred on employee charge cards, nor will the Government be liable for lost or stolen charge cards issued to employees.

10-0117. ACCEPTABILITY OF DINERS CLUB CARD.

- a. The Diners Club card is accepted in more than 650,000 establishments in over 150 countries. It is expected that employees will use the card whenever and wherever possible, for all airline, hotel, restaurant and other expenses.
- b. If a traveler encounters an establishment that does not honor the card, he/she should fill in the postage-paid establishment coverage request card with the name of the establishment and mail it to Diners Club at the address shown on the card. These cards are provided to card holders with each monthly statement. Diners Club will notify the requester of the coverage status within 30 days of receipt of the card.

Figure 10-1. EMPLOYEE CARD ACCOUNT APPLICATION

# DINERS CLUB GOVERNMENT CARD PROGRAM EMPLOYEE CARD ACCOUNT APPLICATION

PLEASE TYPE OR PRINT ALL INFORMATION

<b>(1) EMPLOYEE NAME &amp; ADDRESS</b>		<b>(C) SOCIAL SECURITY NUMBER</b>	
(A) (OPTIONAL) (B) NAME (FIRST MIDDLE LAST)			
(D) HOME MAILING ADDRESS -- STREET		(G) WORK ADDRESS -- STREET	
(E) CITY -- STATE -- ZIP CODE		(H) CITY -- STATE -- ZIP CODE	
(F) HOME TELEPHONE NUMBER (INCLUDE AREA CODE)		(I) WORK TELEPHONE NUMBER (INCLUDE AREA CODE)	
<b>(2) EMPLOYEE INFORMATION</b>			
(A) POSITION TITLE			
(C) TRAVEL INFORMATION -- ESTIMATED MONTHLY TRAVEL			
(CHECK APPL.) (CABLE BOX) <input type="checkbox"/> UNDER 10% <input type="checkbox"/> 10-25% <input type="checkbox"/> 25-50% <input type="checkbox"/> OVER 50% (CHECK APPL.) (CABLE BOX) <input type="checkbox"/> INTERNATIONAL TRAVEL <input type="checkbox"/> DOMESTIC TRAVEL			
<b>(3) EMPLOYEE AGREEMENT</b>			
(A) By signing in box 3(B), I (i) ask Diners Club to open a Card Account in my name and issue a Diners Club Card (including renewal and replacement Cards) to me, (ii) agree to be bound by the terms and conditions of the Diners Club Government Employee Card Account Agreement accompanying the Card, (iii) agree to be liable for all charges to the Card Account in accordance with such Agreement, and (iv) acknowledge that the Card is to be used for official Government business.			
<b>(4) AGENCY INFORMATION</b>			
(A) AGENCY NAME & ADDRESS (FOR MANAGEMENT INFORMATION REPORTS)			
(B) FULL NAME OF AUTHORIZED AGENCY REPRESENTATIVE			
(C) POSITION/TITLE OF AUTHORIZED AGENCY REPRESENTATIVE			
<b>(5) AGENCY AUTHORIZATION</b>			
(A) By signing in box 5(B) as the duly authorized representative of the Agency named in box 4(A), I ask Diners Club to open a Card Account in the name of, and to issue a Diners Club Card (including renewal and replacement Cards) to, the employee named in box 1(B) in accordance with General Services Administration Contract Number GS-00T-42289.			
DISTRIBUTION:		WHITE -- DINERS CLUB GOVERNMENT CARD DIVISION COPY	CANARY -- AGENCY COPY 1
		PINK -- AGENCY COPY 2	GOLDENROD -- EMPLOYEE COPY

Vertical line denotes change.



Figure 10-1a. Instructions for Completion

The following instructions are numbered to correspond to the numbers of the appropriate blocks on the Application.

- (1) EMPLOYEE NAME AND ADDRESS. These blocks must be completed by the employee with the employee's complete name, social security number, home and work addresses and home and work telephone numbers. The home mailing address is where Diners Club will mail the charge card and billing statements. This address may be a personal residence or a personal post office box. Charge cards and billing statements may not be sent to Government office addresses.
- (2) EMPLOYEE INFORMATION.
  - (A) Position/Title. Complete with employee's position and/or title.
  - (B) Optional Employee Data. The coordinator will complete this section:
    - Field 1 - The use of this field is optional with your organization.
    - Field 2 - Enter the appropriate four digit organization code listed in Figure 10-1b in the first four positions and leave the last position blank.
    - Field 3 - The use of this field is optional.
    - Field 4 - Enter the employee's social security number from block 1C and leave the last position blank.
  - (C) Travel Information. Check the appropriate box to determine the expected monthly travel volume and whether travel will be domestic and/or international.
- (3) EMPLOYEE AGREEMENT. The employee must read this block carefully to make sure he/she understands the terms and conditions for issuance of a Diners Club charge card before signing and dating this block.
- (4) AGENCY INFORMATION. (To be completed by the coordinator.)
  - (A) Agency Name and Address. Enter the account number assigned to your organization by the contractor.
  - (B) Full Name of Authorized Agency Representative. Enter the name of the coordinator.

Vertical line denotes change.

Figure 10-1a. Instructions for Completion (cont'd)

- (C) Position/Title of Authorized Agency Representative. Enter the title of the coordinator.
- (5) AGENCY AUTHORIZATION. The coordinator should sign and date this block.

NOTE: THE DINERS CLUB APPLICATION IS A FOUR PART COLOR CODED FORM. THE DISTRIBUTION OF THE PARTS BY THE COORDINATOR AFTER COMPLETION IS AS FOLLOWS:

White Copy: Mail to the following address:

Citicorp Diners Club  
Government Services  
P. O. Box 5064  
Denver, CO 80217

Canary Copy: Coordinator's copy.

Pink Copy: For employee's immediate office.

Goldenrod Copy: Employee's copy.

Figure 10-1b. ORGANIZATION CODES

<u>CODE</u>	<u>ORGANIZATION</u>
6901	Office of the Secretary
6904	Office of the Inspector General
6920	Federal Aviation Administration
6925	Federal Highway Administration
6930	Federal Railroad Administration
6938	Maritime Administration
6940	National Highway Traffic Safety Administration
6943	Research and Special Programs Administration
6947	Saint Lawrence Seaway Development Corporation
6950	United States Coast Guard
6955	Urban Mass Transportation Administration

NOTE: These codes are the codes contained in the Federal Information Processing Standards Publication (FIPS PUB 95).

Vertical line denotes change.

Figure 10-2. EMPLOYEE ACKNOWLEDGMENT

EMPLOYEE ACKNOWLEDGMENT

I certify that I have received, read and understood the Description of Employee Rights and Obligations Related to the Use of Contractor Issued Charge Cards and that I will abide by such rules, regulations and other instructions as may be issued by the Department and the Diners Club, Inc., pertaining to the use of any card issued to me in connection with performance of official Government travel.

---

Employee Signature and Date

---

Name and Title (Type or Print Neatly)

NOTE: Please return this acknowledgment to your coordinator.

Figure 10-3. DESCRIPTION OF EMPLOYEE RIGHTS AND OBLIGATIONS  
RELATED TO THE USE OF CONTRACTOR ISSUED CHARGE CARDS

Beginning October 1, 1983, Citicorp Diners Club began issuing charge cards to designated employees of certain Federal departments and agencies to be used in connection with official Government travel. | The Department of Transportation began issuing the cards during 1984. Before you use such a card, you should read and familiarize yourself with this description of the rights and obligations of Diners Club | Government card holders.

How is the Card to Be Used?

Employees designated to receive Diners Club cards are to use them to pay for major expenses connected with official Government travel, such as common carrier passenger tickets (air, rail, bus), lodging, meals, and automobile rentals. Please note that a big change from the way in which you have made travel arrangements in the past is that cardholders will be responsible for purchasing their own transportation tickets [except when they opt to use an available | Government Travel System (GTS) account].

Does Issuance of Charge Cards Mean a Change in Current Travel Authorization Procedures?

No, you must continue to obtain prior approval and authorization of official travel in the same manner as you have in the past. Other travel requirements, such as the use of Government contract airlines, GSA automobile rental contracts, etc., must continue to be observed fully. If you currently make your travel arrangements through a TMC or SATO you are to continue to do so.

How Will Cardholders Be Billed?

A separate account will be established in the name of each individual Government cardholder. Each month, you will receive a statement directly from the Diners Club, Inc., and you will be expected to send your payment in full within 25 days. You are liable for all charges which you have incurred, regardless of whether or not they exceed the amount which you are entitled to be reimbursed by the Government.

Please note that you will receive a detailed statement of billing and paying procedures, as well as instructions on how to request billing adjustments and corrections, with your card. Disputed charges or

Figure 10-3. DESCRIPTION OF EMPLOYEE RIGHTS AND OBLIGATIONS  
RELATED TO THE USE OF CONTRACTOR ISSUED CHARGE CARDS (cont'd)

other billing problems may be reported to the Diners Club Government Services by calling 800-525-5289 or 303-799-6670 and writing to:

Citicorp Diners Club  
Government Services  
P. O. Box 5064  
Denver, CO 80217

Will Employees Be Reimbursed in Time to Pay the Diners Club Bill?

If you are conscientious about filing travel vouchers promptly, you should receive reimbursement for allowable expenses well before your payment is due Diners Club. Coincident with the implementation of this program, employees are required to submit travel vouchers, along with appropriate receipts, within three (3) workdays (exclusive of mail time) of completing their travel. (Legible handwritten vouchers are acceptable if they are completed in ink.) In turn, approving officials are required to submit the voucher within two (2) workdays (exclusive of mail time) to the servicing accounting office which will process all vouchers within ten (10) workdays of receipt.

As a general rule, charges made during one month will not show up on your statement until the following month. Since you will have 25 days to pay from the time your statement is mailed, the lapsed time between the date when you incur charges and the date by which your payment is due should be in excess of 35 days (and in some cases as much as 50 days). Assuming you file your vouchers promptly, you should not have to pay for any reimbursable charges out of your own personal funds. However, under the terms of the contract, an employee's account is considered delinquent if not paid within 60 calendar days from the date the bill is due and payable.

What Specific Protection and Features Are Available to Diners Club Government Cardholders?

- (1) Under the terms of its contract with the General Services Administration, The Diners Club, Inc., may not:
  - o establish preset expenditure limits;
  - o do credit checks on employees designated to receive cards;
  - o release credit information to other than authorized employing agency officials or the individual cardholder;
  - o sell or otherwise provide employee names or addresses to other commercial interests;

Vertical line denotes change.

Figure 10-3. DESCRIPTION OF EMPLOYEE RIGHTS AND OBLIGATIONS  
RELATED TO THE USE OF CONTRACTOR ISSUED CHARGE CARDS (cont'd)

- o charge membership, interest, or late payment fees;
- o include commercial advertisements or other forms of solicitation with monthly billing statements;
- o issue or cancel employee cards without prior notification to the authorized program coordinators; or
- o hold employees or their agencies liable for any charges made with lost or stolen cards, provided employees notify Diners Club promptly when their cards have been lost or stolen.

(2) As a Diners Club Government cardholder, you will receive, either with your card or with your first billing statement, a brochure which describes various card features and uses. Major features are summarized briefly as follows:

- o \$155,000 worth of travel accident insurance, payable to your estate, which is in force each time you purchase a common carrier ticket with your card, except where prohibited by State or local law. This insurance is provided free.
- o Insurance up to \$1,250 for lost or damaged baggage is provided at no charge.
- o Confirm hotel reservations on your card number regardless of time of arrival. (Please note that if your plans change you must notify hotels before 6 p.m. on the day of arrival and obtain a cancellation number.)
- o Cash personal checks for up to \$250 at participating U.S. and Canadian hotels (\$1,000 at Citibank branches overseas).
- o Buy or sell foreign currency at Citibank branches overseas without the normal fee.
- o Emergency card replacements within 24 hours, worldwide.

Where are Diners Club Cards Accepted?

The card is accepted in more than 650,000 establishments, including:

- o all major domestic and international airlines, automobile rental agencies, AMTRAK, and other common carriers;

Vertical line denotes change.



Figure 10-3. DESCRIPTION OF EMPLOYEE RIGHTS AND OBLIGATIONS  
RELATED TO THE USE OF CONTRACTOR ISSUED CHARGE CARDS (cont'd)

- o every major domestic hotel and motel chain, as well as other major hotels in the U. S. and overseas (to include approximately 95% of the more than 5,700 hotels and motels listed in the 1986 Federal Hotel/Motel Discount Directory published by GSA); and
- o over 34,000 restaurants throughout the United States, to include moderately priced as well as finer establishments.

Can Cardholders Request the Diners Club to Sign Up Additional Establishments?

You will receive a postage-paid establishment request card with your monthly Diners Club statement. Simply fill in the request card with the names of establishments you would like to have Diners Club contact to accept the card and mail it. You will be notified by Diners Club within 30 days of the action taken on your request. Additional request cards may be obtained at any time from your agency coordinator or by calling the Diners Club (toll-free) Corporate Services staff at 800-525-5289.

How Do Cardholders Report Lost or Stolen Cards?

Lost or stolen cards should be reported as soon as you discover they are lost or stolen to the Diners Club at one of the following numbers:

- o From metropolitan Denver, call 799-6670.
- o From elsewhere in Colorado, call 800-332-9340 (toll-free).
- o From any of the other continental United States, call 800-525-9150 or 525-5289 (toll-free),
- o From Alaska, Canada, Hawaii, Puerto Rico and the Caribbean, call 303-799-6670 (collect).
- o From any area not listed above, notify the nearest Citicorp Diners Club office.

Emergency card replacement will be arranged upon notification.

Where Can Cardholders get Answers to Additional Questions as they Arise?

Any questions related to your account may be referred to Diners Club Corporate Services officials via toll-free telephone at 800-525-5289.

Vertical line denotes change.

# AFFIDAVIT OF FORGERY

**Notary and/or Commissioner of Deeds**

Figure 10-5. CITICORP DINERS CLUB ACCOUNT CANCELLATION  
NOTIFICATION

CITICORP DINERS CLUB ACCOUNT CANCELLATION NOTIFICATION

NAME OF INDIVIDUAL: \_\_\_\_\_

AGENCY CARD NUMBER: \_\_\_\_\_

Please cancel the above Citicorp Diners Club account for the following reasons:

- ☐ Employee left agency
- ☐ Employee no longer authorized to charge

Disposition of the card (if applicable) is as follows:

- ☐ Destroyed by \_\_\_\_\_
- ☐ Enclosed
- ☐ Unavailable

Date \_\_\_\_\_

Sincerely,

\_\_\_\_\_  
Authorized Coordinator

(NOTE: Forward to Citicorp Diners Club)